

How to Wirelessly Activate Your Blackberry

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Part of the Alabama Centralized Email (ACE) system is a Blackberry Enterprise Server (BES). The BES can be used to synchronize your Blackberry with your ACE mailbox in real-time, regardless of the state of your client. The BES also makes it unnecessary to run any synchronization software from your handheld.

While customizable, the default settings will transfer changes to your contacts, calendar, and inbox both from your mailbox to your Blackberry and vice versa. All these changes are done wirelessly.

- 1) Before you can Activate your Blackberry, your ACE user account must be loaded into the BES. Contact ISD Help Desk at (334)242-2222 or Help.Desk@ISD.Alabama.gov to request an account be enabled for BES use.
- 2) Make sure the handheld displays the correct network for data transfer in the top right corner. The network will vary depending on the carrier, but will be in all caps regardless (GPRS, NXTL, etc). If it isn't, you need to contact your carrier.
- 3) If the handheld you are using is not new, you may want to reset it to factory settings. To do so, go to Options> Security. Push the track wheel in and choose Wipe Handheld.
- 4) Choose the Enterprise Activation icon in the main menu. If you do not see it, go to Options> Enterprise Activation.
- 5) Enter the user's full email address (firstname.lastname@agency.alabama.gov).
- 6) The password is NOT the same password as their email account. It is a one time use security key used during activation. For the password, enter the user's first initial and last initial, both in lower case (xx).
- 7) Push the track wheel in and choose Activate Now. The handheld will now communicate with the BES and begin exchanging information.